

## DEPARTMENT OF HEALTH SERVICES

714/744 P STREET  
SACRAMENTO, CA 95814



June 14, 1989

TO: All County Welfare Directors  
All County Administrative Officers

Letter No.: 89-48

SUBJECT: VERIFICATION OF MEDI-CAL ELIGIBILITY

RE: ACWDL #89-11

This letter is to inform counties that provider response to the Automated Eligibility Verification System (AEVS) has been steadily increasing. It was the intention of AEVS to lessen the burden on CWD staff by providing a system that providers could call for eligibility information. As more providers enroll in AEVS, counties will receive fewer calls to verify Medi-Cal eligibility, thus scarce county resources can be redirected to the most vital areas of concern.

Although county welfare department staff must still provide verification of Medi-Cal eligibility to providers, they may suggest that providers call AEVS for the same information.

The following information about AEVS can be given to providers:

- o The toll free number for provider enrollment in AEVS is 1-800-541-5555.
- o Providers receive a verification number for each eligibility verification. This verification number will mean that the claim will not be denied for eligibility issues.
- o The phone lines are open from 7:00 A.M. to 6:00 P.M., Monday through Friday.
- o Providers can request up to 4 eligibility verifications per phone call.
- o The AEVS system is a fully automated answering system that derives its eligibility information directly from MEDS. Therefore, the provider is still receiving the most current information available.

This letter does not negate your responsibility to provide eligibility information to providers, as stated in Article 14D of the Medi-Cal Eligibility Manual Procedures. It is merely our intention to offer further information to providers regarding the availability of AEVS.

As more providers begin using this system, the number of calls to your county will decrease. Therefore, you may want to give this information to the providers who call you most frequently.

All County Welfare Directors  
All County Administrative Officers  
Page 2

If you have any questions regarding this letter, please contact your MEDS Liaison.

Sincerely,

Original signed by

Frank S. Martucci, Chief  
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons  
Medi-Cal Program Consultants

Expiration Date: June 1, 1990